

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 16 - Inland Agency

From: 07/01/2010 To: 06/30/2011

Public and Media Data Report

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Type of Activity					
Interactive Presentations to Public in Person					
Total Number of Events	0	2	4	3	9
Estimated Number of Attendees	0	42	44	51	137
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	1	1
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	0	2	0	13	15
Estimated Number of Attendees	0	100	0	155	255
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Mobile InfoVan Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Received Any Enrollment Assistance	0	0	0	0	0
Enrollment Assistance with Medicare Programs(s)	0	0	0	0	0
Enrollment Assistance with Part D	0	0	0	0	0
Enrollment Assistance with LIS	0	0	0	0	0
Enrollment Assistance MSP	0	0	0	0	0
Enrollment Assistance with Other Medicare Program	0	0	0	0	0
Radio Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	0	0	0	0	0
Estimated Number of Persons Reached	0	0	0	0	0

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Other Print Activity (newspaper articles, fliers, phamplets, etc.)					
Total Number of Print Activities	9	9	2	0	20
Estimated Number of Targeted Persons Reached	22,650	12,949	0	0	35,599
Presenters					
HICAP Paid Staff					
Total Presenters	0	0	6	14	20
Total Hours for Length of Activities	0.00	0.00	2.00	36.45	38.45
HICAP In-Kind Paid Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
HICAP Volunteer Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Other Presenters					
Total Presenters	0	0	0	2	2
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Area of Focus					
		6		1	
Dual Eligible with Mental Illness	0	0	1	1	2
Employer Termination - COBRA	0	0	1	0	1
General HICAP Information	8	14	6	15	43
Grievances / Appeals - Plan Issues	0	0	0	0	0
Long-Term Care / Insurance	0	0	0	0	0
Low Income Subsidy (LIS) / Application Assistance	0	6	6	10	22
Medicare (Parts A & B)	6	5	4	6	21
Medicare Advantage (Part C)	0	6	4	2	12
Medicare Fraud / Abuse	0	0	0	0	0
Medicare Prescription Drug Coverage (Part D)	6	8	5	5	24
Medigap / Medicare Supplements	0	5	4	3	12
Non-Medicare Fraud/Abuse	0	0	0	0	0
Other Topics / Issues (Health Specific)	9	4	0	3	16

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	0	2	2
Preventive Care Benefits	0	5	4	6	15
QMB/SLMB/QI	0	6	5	4	15
Volunteer Recruitment	0	0	0	0	0
Targeted Audience					
African American	9	6	0	4	19
American Indian or Naitave Alaskan	9	8	4	3	24
Asian Indian	0	0	0	0	0
Caucasian	9	7	1	5	22
Chinese	0	0	0	0	0
Disabled	9	8	1	5	23
Dual Eligible Groups	0	0	3	4	7
Employer Related Groups	0	9	0	0	9
Family Member/Caregiver of Beneficiary	0	4	0	0	4
Filipino	0	0	0	0	0
Guamanian or Chamorro	0	0	0	0	0
Hispanic / Latino	9	7	2	4	22
Hmong	0	0	0	0	0
Japanese	0	0	0	0	0
Korean	0	0	0	0	0
Low Income	4	9	6	11	30
Medicare Beneficiaries	0	8	1	4	13
Medicare Pre-Enrollees	0	0	0	2	2
Mental Health	0	8	0	3	11
Mental Health Professionals	0	0	0	2	2
Native Hawaiian	0	0	0	0	0
Other	0	5	0	1	6
Other Asian	9	6	0	0	15
Other Pacific Islander	0	0	0	0	0
Partnership Outreach	0	0	3	0	3
Presentations to Groups in Language Other than English	0	1	0	0	1
Rural	9	13	6	12	40
Samoan	0	0	0	0	0
Socail Work Professionals	0	0	5	0	5
Some Other Race or Ethnicity	0	0	0	0	0
Vietnamese	0	0	0	0	0

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Web Site Hits					
Total Web Hits to Local HICAP Web Site	0	0	0	0	0
Literature from Events					
General HICAP Brochure	0	165	105	47	317
"Taking Care of Tomorrow"	0	0	0	0	0
Other Publications (Created by or on Behalf of Local HICAP)	0	25	65	0	90
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	0	0	0	0	0

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Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
SECTION 1 - Client Contacts					
Total Clients Counseled (unduplicated)	24	69	30	31	154
Total Finalized Intakes	24	65	22	25	136
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	7	8	2	5	22
Aging into Medicare Postacd - CDA HICAP	0	0	0	0	0
CDA HICAP	0	0	0	0	0
CHA	0	0	0	0	0
CMS/Medicare	3	0	0	4	7
Friend/Relative	5	9	4	4	22
InfoVan	0	0	0	0	0
Internet	0	0	0	0	0
Mailings	0	0	0	0	0
Media	2	41	14	6	63
Other	5	7	0	2	14
Presentations	2	0	2	1	5
Previous Contacts	0	0	0	0	0
State Website	0	0	0	0	0
Missing/Not Collected	0	0	0	3	3
Mode of Client Contact					
Quick Call Contacts	13	32	24	23	92
Contacts by Telephone	12	13	4	6	35
Contacts In Person at home	1	1	0	1	3
Contacts In Person at site	12	47	17	16	92
Contacts by E-Mail	1	1	0	0	2
Contacts by Mail/Fax	0	0	0	1	1
Total Number of Client Contacts:	39	94	45	47	225
Contact Status Types					
General info	0	0	3	6	9
Detailed Assistance	0	0	19	15	34
Problem Solving/Resolution	0	0	0	4	4
Total Counseling Time Spent by Counselor Type					
Program Manager	0.00	0.00	0.00	0.00	0.00
Volunteer	0.00	0.00	0.00	0.00	0.00
Paid	23.15	52.15	18.30	22.00	115.60
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	0	0	2	0	2
Race					
African American/Black	0	0	0	0	0

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Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	1	1	0	0	2
Caucasian/White	7	5	3	1	16
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	0	0	0	0
Samoan	0	0	0	0	0
Asian Indian	0	0	0	0	0
Chinese	0	0	0	0	0
Filipino	0	0	0	0	0
Japanese	0	0	0	0	0
Hmong	0	0	0	0	0
Korean	0	0	0	1	1
Vietnamese	0	0	0	0	0
Other Pacific Islander	0	0	0	0	0
Other Asian	0	0	0	0	0
Two or More Race	0	0	0	0	0
Some Other race	0	0	0	0	0
Not Collected	16	59	19	23	117
Gender					
Female	12	38	12	10	72
Male	11	24	10	12	57
Not Collected	1	3	0	3	7
Monthly Income					
Less than 150% of FPL	11	13	6	8	38
Equal To/Greater than 150% of FPL	0	3	0	8	11
Not collected	13	49	16	9	87
Client Asset Limits					
Below LIS Asset limit	0	0	8	3	11
At or Above LIS Asset Limit	0	0	1	2	3
Not Collected	24	65	13	20	122

From: 07/01/2010 To: 06/30/2011

Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Total Clients that Checked Yes as Being					
Veteran	4	2	2	4	12
Limited English Proficient (LEP)	0	0	1	3	4
Dual Eligible	12	17	8	7	44
Medicare Status Due to Disability	4	7	4	3	18
Dual Eligible due to Mental Disability	0	0	1	1	2
Applying/Receiving Social Security/Medicare Disability	0	0	3	5	8
Age					
Under 60	1	3	2	2	8
60-64	1	4	2	4	11
65-74	12	23	9	9	53
75-84	3	16	3	2	24
85+	3	7	0	2	12
Not Collected	4	12	6	6	28
Marital Status					
Married	8	24	7	2	41
Never Married	0	1	0	0	1
Separated	0	0	0	0	0
Divorced	1	1	1	0	3
Widowed	2	2	1	5	10
Domestic Partner	0	0	0	0	0
Not Collected	13	37	13	18	81
Estimated Financial Saving					
Clients with Financial Savings	14	15	13	10	52
Estimated Dollars Saved	\$74,558.00	\$20,846.00	\$11,499.00	\$29,960.00	\$136,863.00

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	10	7	21	23	61
Benefit Comparisons/Explanation/Coverge Changes	11	8	22	13	54
Appeals/Grievances	0	0	0	0	0
Billings/Claims	0	0	1	2	3
Fraud/Abuse	0	0	0	0	0
Quality of Care	0	0	0	0	0
LTC/LTCI					
Enrollment/Eligibility Assistance	2	0	0	0	2
Billings/Claims	0	0	0	0	0
LTC Partnership	0	0	0	0	0
Appeal/Greivances	0	0	0	0	0
Fraud/Abuse	0	0	0	0	0
Other LTC	0	0	0	0	0
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	9	14	6	10	39
Benefit Explanation	9	18	7	10	44
Appeals/Grievances	0	0	0	1	1
Billings/Claims	0	0	1	1	2
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	0	0	0	0	0
Quality of Care	0	0	0	0	0
Plan Comparison	0	0	5	4	9
Marketing/Sales Complaints/Issues	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	9	15	3	6	33
Benefit Explanation	8	19	4	7	38
Appeals/Grievances	0	0	0	0	0
Billings/Claims	0	0	0	0	0
Fraud/Abuse	0	0	0	0	0
Coverage Changes/Disenrollment	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
Plan Comparison	0	0	3	3	6
Enrollment/Enrollment Asistance	0	0	3	0	3
Quality of Care	0	0	0	0	0
Marketing/Sales Complaints or Issues	0	0	0	0	0
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	1	1	5	1	8
Medi-Cal Application Assistance	0	0	2	0	2

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
MSP Screening (QMB, SLMB, Q-1)	0	2	12	7	21
MSP Application Assistance	0	0	4	0	4
Medi-Cal/QMB Claims	0	0	1	0	1
Fraud/Abuse	0	0	0	0	0
Other	7	3	1	3	14
Other					
Employer/Federal Health Benefits (FEHB)	4	2	5	3	14
Military Benefits	2	0	2	0	4
COBRA	1	0	1	0	2
Mental Health Topics	1	2	0	0	3
Fraud/Abuse	0	0	0	0	0
Other Health Insurance	0	0	0	1	1
Other	2	2	1	0	5
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	0	17	11	28
Eligibility/Screening	15	47	16	9	87
Plan Comparison	15	46	15	3	79
Enrollment/Anrollment Assistance	3	8	14	2	27
Billings/Claims	0	0	0	2	2
Coverage Changes	0	0	0	0	0
Re-enrollment	0	0	0	0	0
Disenrollment	0	0	0	0	0
TROOP	0	0	0	0	0
Other	1	6	0	2	9
LIS / Extra Help					
Eligibility / Screening	10	25	16	9	60
Benefit Explanation	0	0	15	4	19
Application Assistance	1	9	5	4	19
Claims/Billings	0	0	0	0	0
Appeals / Grievances	0	0	0	0	0
Other Prescription Drug CoveragePlans					
Union/employer	1	2	1	1	5
PPARx	0	0	0	0	0
Military Drug Benefit	0	0	0	1	1
Manufacturer Program	0	0	0	0	0
Other	0	0	0	0	0
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	0	0	0	0	0
Lag Time	0	0	0	0	0
Multiple Enrollment	0	0	0	0	0
Poor Training of Agents	0	0	0	0	0
Poor Training of CSR	0	0	0	0	0

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	Topics/Needs Discussed				TOTAL
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	
Fraud/Abuse	0	0	0	0	0
Marketing Fraud/Abuse	0	0	0	0	0
Agent fraud/abuse	0	0	0	0	0
Formulary problems/changes	0	0	0	0	0
Dosage problem	0	0	0	0	0
Data problems	0	0	0	1	1
Delay in medications	0	0	0	0	0
Incorrect Co-Pay/Can't Afford Co-Pay	0	0	0	0	0
Client reached donut hole	0	0	0	0	0
SSA Premium withheld	0	0	0	0	0
Appeals/Grievances	0	0	0	1	1
Quality of Care	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
HICAP Legal Services					
Referrals to HICAP Legal	0	0	0	0	0
Legal Clients Served	0	0	0	0	0
Cases Opened	0	0	0	0	0
Cases Closed	0	0	0	0	0
Favorable Closed Case Results	0	0	0	0	0
Client Representation Hours	0	0	0	0	0
Consultation to Program Hours	0	0	0	0	0
HICAP Legal Clients that Saved	0	0	0	0	0
Estimated Financial Savings	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

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Complaints Filed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Part D Complaints Filed					
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
Part D Plan:	0	0	0	1	1
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	0	0	0	0
Other:	0	0	0	1	1
TOTAL MEDICARE PART D COMPLAINTS	0	0	0	2	2
All Other Complaints					
APS :	0	0	0	0	0
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
QIO:	0	0	0	0	0
SMP:	0	0	0	0	0
Other:	0	0	0	0	0
TOTAL ALL OTHER COMPLAINTS	0	0	0	0	0
800 Medicare Line Issues					
Total number of Calls with Issues	0	3	1	3	7
Total duration of calls	0.00	1.00	0.15	0.40	1.55